

O₂ Mobile Broadband User Guide

Pay Monthly

USB Modem E169



We're better, connected



What's O₂ Mobile Broadband?

O₂ Mobile Broadband lets you use the internet almost anywhere.

And it includes connection to any of The Cloud's Wi-Fi hotspots in the UK. If you use Windows, you can use BT Openzone hotspots too. Wi-Fi is faster, and it won't cost you any more.

Your USB Modem works on PCs and Macs, and it automatically finds the fastest connection for you.

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Getting started

What's in the box



USB Modem



USB cable - plug it into a USB port on your computer and your USB modem to try and get better reception

You'll also have been given a sim card separately, either in our shop or through the post.

It's a good idea to save your O₂ Mobile Broadband number in your phone's address book. You'll find it on the credit card sized card that you popped your sim out of (and on your dispatch note if you bought O₂ Mobile Broadband online). You'll need it to use Wi-Fi, to buy data or if you call Customer Services for any help.

To use O₂ Mobile Broadband your computer needs at least:

Windows

- XP Service Pack 1-3 (32 bit), Vista (32 bit)
- Processor: 500Mhz and above processor
- Hard Disk Space: 150MB
- RAM: 1 GB
- Internet Explorer 6.0 Service Pack 1 or higher
- Video: 256 colours and 800x600 resolution

Important: Windows 2000 isn't supported

Mac

- Mac OS X: 10.4 or higher
- Hard Drive Space: 64MB
- RAM: 1 GB

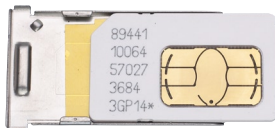
Putting in the sim

You need to install O₂ Connection Manager, which will manage all your internet connections.

1. Take the cap off the modem.
2. With the O₂ logo facing up, hold the modem and slide the sim card tray out with your fingernail.



3. Take your sim from the pack in the box, and put it in the tray with the gold chip facing up. The slanted corner should slide in first.



4. With the chip facing down, push the tray completely back into the USB modem, but don't force it.

Setting up on your computer


You can use O₂ Mobile Broadband on more than one computer. You need to install the software on each computer you want to use.

If you're using Windows, read on.

If you're using a Mac, go to page 8.

Windows

You need to install O₂ Connection Manager, which will manage all your internet connections.

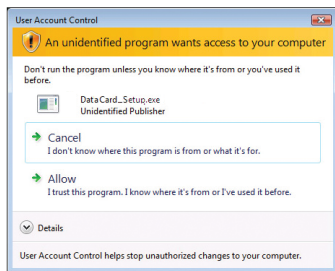
1. Plug your USB modem into a USB port on your computer. Look for the USB port symbol 
2. Wait a few minutes. If the AutoPlay window pops up, click [Run AUTORUN.EXE](#).

Tip: If it takes more than a couple of minutes, start O₂ Connection Manager manually by going to **Start > Computer > O₂ Connection Manager**.

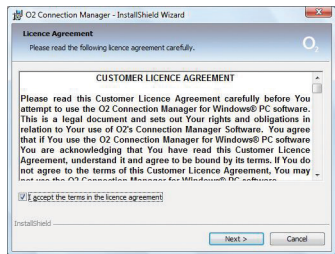


Connection Manager will get ready to install. This may take a few moments.

3. If the User Account Control screen pops up, click **Allow**.

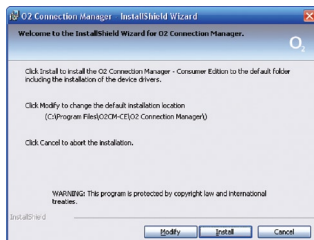


4. Read the licence agreement and tick the **Accept** box. Click **Next**.



5. Click **Install**.

Wait while the InstallShield Wizard installs O2 Connection Manager. It might take a few minutes.



6. Click **Finish**.

Wait while Connection Manager finishes installing. It might take a few minutes.

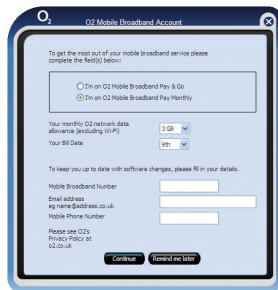


7. Tick the Pay Monthly box and fill in your details.

You need to fill in your bill date so Connection Manager can estimate how much data you've used.

By filling in your other details we can keep you up to date with any new software developments that will improve the service you get.

Click **Continue**.



Tip: You need to fill in your bill date so Connection Manager can estimate how much data you've used.

How to find your bill date if you're a business customer

Your bill date is the same as everyone on your account. If your business doesn't have an account, your bill date will be about a day after you bought O₂ Mobile Broadband.

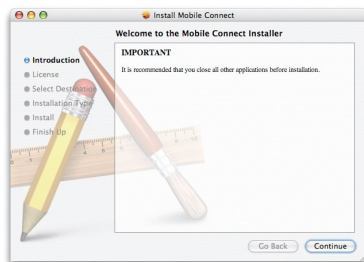
How to find your bill date if you're not a business customer

We'll send you an email when your bill is ready to read online. The date of the email will be your monthly bill date. If you asked for a paper bill, the monthly bill date will be on the bill. If you haven't received your bill yet, you can fill in your bill date later. Click [View Usage](#) on Connection Manager to do this.

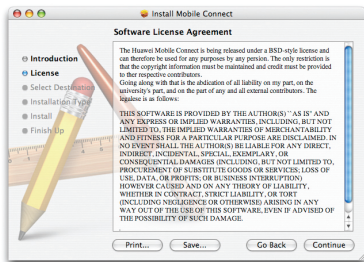


You're nearly ready to go.
Go to page 16 to start using the internet.

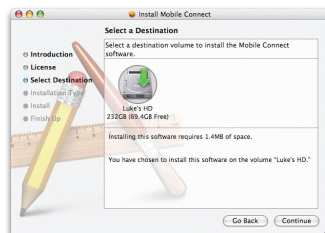
3. Click **Continue**.



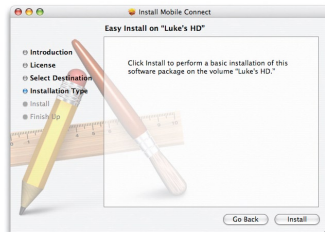
4. Read, print or save the Licence Agreement, then click **Continue**.



5. Click **Continue** to install the application, or pick a different drive if you want to install it somewhere else.

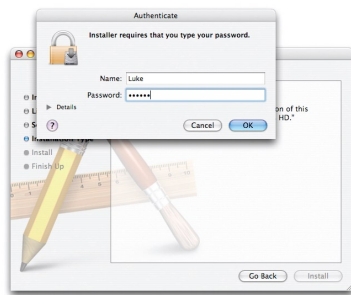


6. Click **Install**.



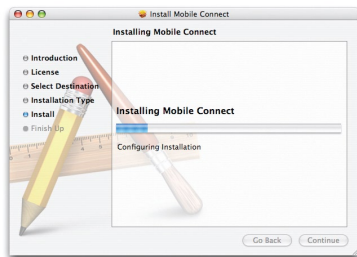
7. If your Mac has a password, type it in and click **OK**.

Note: 'Luke' is our username in this example.

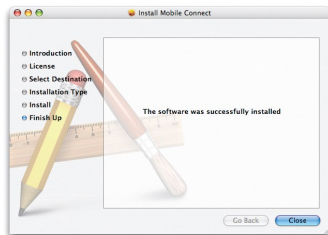


Mobile Connect will start installing.

You'll get a confirmation message when it's done.



8. Click **Close** to finish.



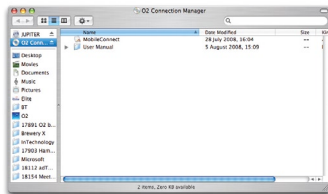
Creating a Profile

Create a profile and save your settings so you don't have to enter them every time you go on the internet.

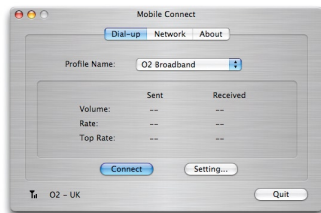
1. The O₂ USB Modem folder should open automatically when you put the modem in. If it doesn't, click the **O2 USB Modem** icon on your desk top.



2. Double click the **MobileConnect** icon to open the control panel.

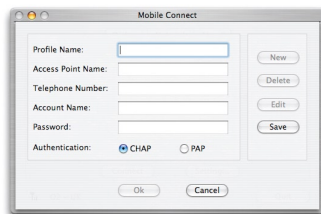


3. Click **Setting...** on the control panel to open the settings screen.



4. Click **New**.

You can edit, delete or add more profiles later.



5. Type in these details (some of them might be filled in already):

- In **Profile Name**, type **O2 Mobile Broadband**.
- In **Access Point Name**, type **mobile.o2.co.uk**.
- In **Telephone Number**, type ***99#**.

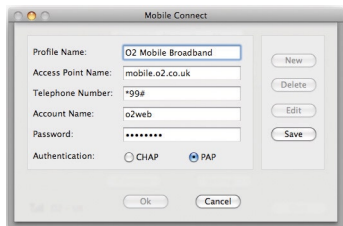
Tip: Type # on a Mac by using alt+3.

- In **Account Name**, type **o2web**.
- In **Password**, type **password**.
- Tick the **PAP** Authentication box.
- Click **Save**.
- Click **OK**.

The name of the profile you chose is shown on the control panel. If you create more than one profile, you can scroll through them using the arrows next to the **Profile Name** box.

You're nearly ready to go.

Go to page 16 to start using the internet.



How to use

Ways to connect to the internet

There are three ways to connect to the internet. Wi-Fi is the fastest and you get unlimited Wi-Fi with your O₂ Mobile Broadband.

You only use up your data allowance when you connect on the O₂ network.

1. **O₂ Mobile Broadband** – uses the O₂ mobile network to connect to the internet. You can connect anywhere, as long as there's O₂ mobile coverage. Check your coverage at **o2.co.uk/mbbcoveragechecker**
2. **Public Wi-Fi hotspots** – these are wireless networks. You can connect to Wi-Fi through The Cloud for no extra charge in places like Pret A Manger and McDonalds. Windows users can also connect to BT Openzone for no extra charge. (Mac users can't use BT Openzone yet. Check **o2.co.uk/mobilebroadband** for updates on when it'll be available). Or you can connect to other Wi-Fi hotspots which you might have to pay for. Wi-Fi is faster than using the O₂ network.
3. **Home Wi-Fi** – uses your Home Broadband and will give you the fastest speeds. If you're using Windows and your home broadband has a wireless router, Connection Manager will manage your connection so you'll automatically connect to your home broadband network when you're at home. If you're using a Mac and your home broadband has a wireless router, Mobile Connect will automatically connect you to your home broadband network when you're at home.

Connecting with O₂ Mobile Broadband

If your USB modem is plugged in and Wi-Fi isn't available, O₂ Connection Manager will automatically connect you to O₂ Mobile Broadband.

If it doesn't automatically connect or you want to connect manually, here's how:

If you're using Windows read on. If you're using a Mac, go to page 19.

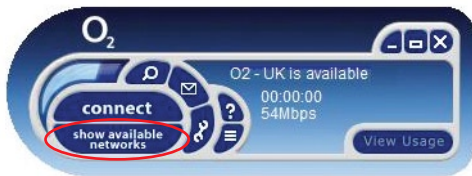
How to connect using Windows

1. To open O₂ Connection Manager double click the O₂ icon on your desktop.

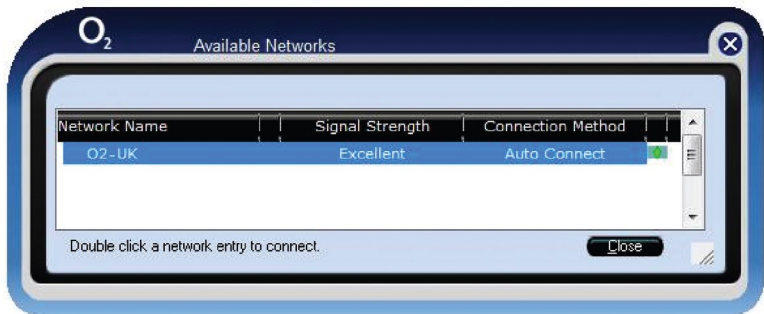


Tip: You can also open Connection Manager by going to **Start > (All) Programs > O2CM-CE > Connection Manager > Connection Manager**.

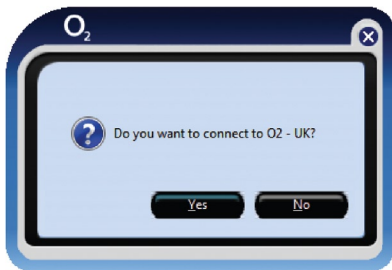
2. Click **show available networks**. Or if the network you want is already selected click **connect** and go to step 4.



3. Double click on **O2-UK**.

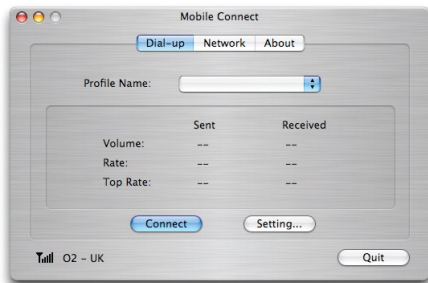


4. Click **Yes**.



How to connect on a Mac

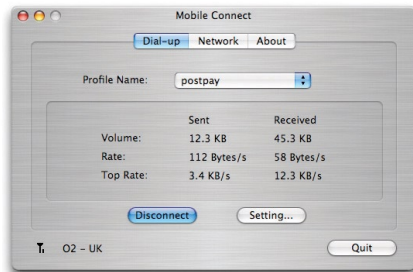
1. Open Mobile Connect from the Applications folder.
2. Click **Connect**.



3. Click **OK** to continue.



4. You're now connected to the internet. When you're finished, click **Disconnect**.



How fast can you go?

Your USB Modem will automatically connect to the fastest network available.







The speed depends on:

- how far away you are from a phone mast,
- the number of people using the network,
- the type of network you're connected to.

The USB Modem LED Display

The LED on the USB Modem changes colour to show which network you're connected to or which ones are available.

You'll automatically be connected to the fastest network available.

LED Light	Status	Meaning	Good for...
	No LED light	The USB modem is disconnected or not connected properly	
	Two rapid green blinks	The USB modem is powered on	
	Blinking green	GPRS or EDGE network available	
	Blinking blue	3G network available	
	Solid green	Connected to GPRS or EDGE	Emailing and browsing the web
	Solid blue	Connected to 3G	Downloading music and pictures
	Solid turquoise	Connected to HSDPA	Downloading film clips and larger files



Tip: GPRS, EDGE, 3G and HSDPA are all types of mobile networks. HSDPA is the fastest. A Wi-Fi hotspot connection will be the fastest way to connect to the internet (see page 24).

Checking how much data you've used

Your O₂ Mobile Broadband comes with a monthly usage allowance on the O₂ network as part of your contract. You'll be charged if you go over your allowance on the O₂ network. Go to **o2.co.uk/mobilebroadband** for details.

To avoid any unexpected surprises on your bill, we recommend using Wi-Fi or your home broadband network to download large files.

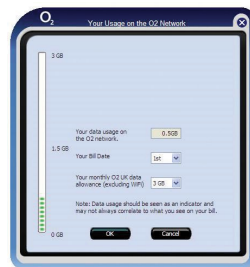
If you're using Windows you can see approximately how much data you've used on the O₂ network in Connection Manager.



1. Double click the O₂ icon on your desktop to open Connection Manager.
2. You'll see your data usage above the View Usage button.



3. Click the **View Usage** button to see details of your data bundle or change your settings.



A screen will pop up when you've nearly used up your data. We'll also send you a text to your Connection Manager. A message will pop up to let you know you've received a text message. For more information on receiving text messages go to page 30.

If you're using Windows or a Mac, you can also check how much data you've used on the O₂ network online.

1. Go to **o2.co.uk/mybill**
2. Sign in with your username.
3. Choose **My recent charges**.
4. Choose **UK browse and download**.

This is an estimate. It might not exactly match your bill.

You can also go to **o2.co.uk/mobilebroadband/usageguide** to get an idea about how much data you use to download songs, email, etc.

Using Wi-Fi

Your laptop probably has a built in wireless card, which you can use to connect to Wi-Fi.

Wi-Fi's the fastest way to connect to the internet and you get unlimited Wi-Fi with O₂ Mobile Broadband. Using Wi-Fi won't use up your data allowance on the O₂ network.

Connection Manager will help you manage all your Wi-Fi connections if you are a Windows user.

If you already use Wi-Fi on your laptop Connection Manager will import your existing network settings and connect you to them automatically.

Using public Wi-Fi hotspots

If you're using Windows read on. If you're using a Mac, go to page 26.

For Windows users

Windows users can connect to Wi-Fi through The Cloud or BT Openzone for no extra cost. If you're in one of The Cloud or BT Openzone hotspots (e.g. Pret A Manger, McDonalds, some train stations and airports) and your wireless is on, it will connect automatically.

If you're connected to a BT Openzone Wi-Fi hotspot, you can start using the internet straight away. The first time you connect to The Cloud an internet browser will open and you'll need to register.

You can also connect to other Wi-Fi hotspots. You might have to pay for these.

If you don't connect automatically:



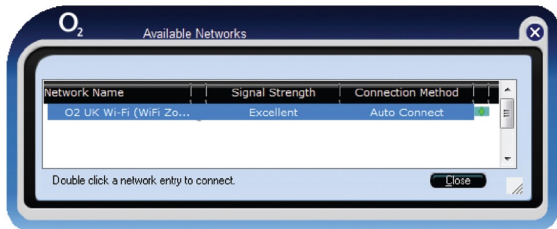
1. Double click the O₂ icon on your desktop to open Connection Manager.

Tip: You can also open Connection Manager by going to **Start > (All) Programs > O2CM-CE > Connection Manager > Connection Manager**.

2. Click **show available networks**.



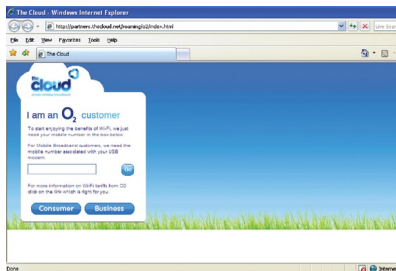
3. Double click the Wi-Fi network you want to connect to. In this example we've chosen **O2 UK Wi-Fi (Wi-Fi Zone - The Cloud)**.



4. Click **Yes**.



5. Type your O₂ Mobile Broadband number and click **Go**.



You'll then be online.

Tip: You only have to type your O₂ Mobile Broadband number the first time you use The Cloud. After that you can go online straight away.

For Mac users

Mac users can connect to Wi-Fi through The Cloud for no extra cost. If you're in one of The Cloud hotspots (e.g. Pret A Manger, McDonalds, some train stations and airports) and your wireless is on, it will connect automatically.

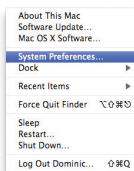
The first time you connect to The Cloud an internet browser will open and you'll need to register.

Mac users can't use BT Openzone yet. Check **o2.co.uk/mobilebroadband** for updates on when it'll be available.

You can also connect to other Wi-Fi hotspots. You might have to pay for these.

If you don't connect automatically:

1. Choose **System Preferences** from the Apple menu



2. Click **Network**



3. Make sure **AirPort** is turned on. If it's not, click **AirPort** and click **Turn AirPort On**

4. Choose the network named 'WiFi Zone – The Cloud'



5. Go to the internet and The Cloud browser will open. In Profile Name, type O₂ Mobile Broadband number and click **Go**.

You'll then be online.

Tip: You only have to type your O₂ Mobile Broadband number the first time you use The Cloud. After that you can go online straight away.

Using Wi-Fi at home

For windows users Connection Manager will import your Wi-Fi settings at home, if you already have a Wi-Fi connection.

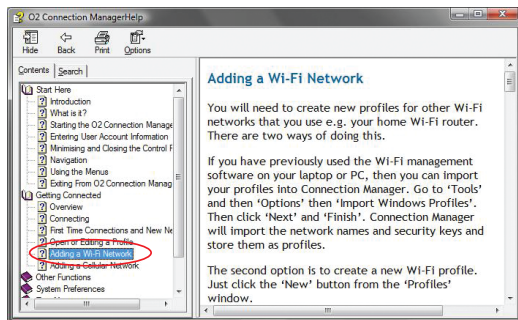
If you want to create new networks see the help guide on Connection Manager.

To see the help guide:

1. Click the ? on Connection Manager



2. Double click **Getting Connected** and choose **Adding a Wi-Fi network**.



Text Messages

If you're using a PC, you can send and receive texts through O₂ Connection Manager. People can text you on your O₂ Mobile Broadband number.

You need to plug in your USB modem to send and receive texts.

We'll send you a text to your Connection Manager when you've nearly used up your data.

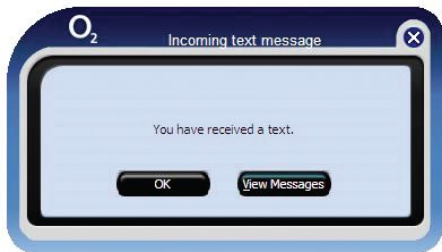
When you get a new text

You'll get a notification at the bottom of your screen.



A message screen will also pop up. Click **View Messages** to go to your inbox and read your text.

Or to close the screen and read your message later, click **OK**.

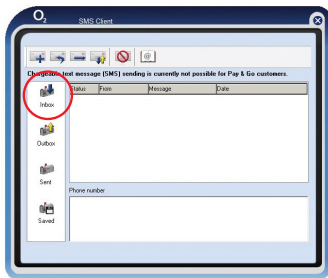


To read all your messages

1. Click the envelope on O₂ Connection Manager.

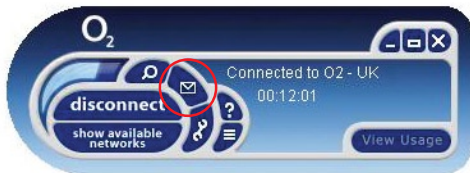


2. Click on **Inbox** to see your texts.

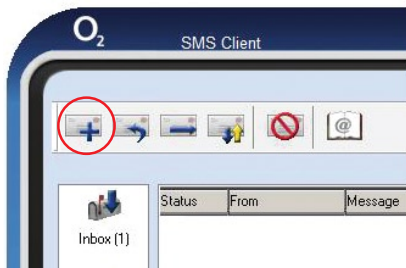


To send a message

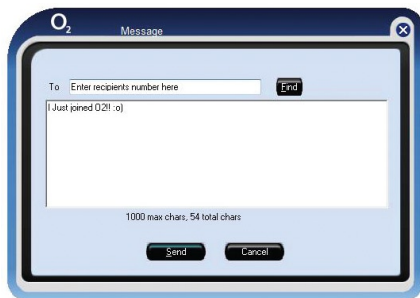
1. Click on the envelope icon on O₂ Connection Manager.



2. Choose the new message icon.



3. Write your message and type in the mobile phone number you want to send it to.



4. Click **Send**.

Texts you've sent will be in the Sent Items folder.

Tip: You can import your contacts from Outlook or Outlook Express by going to **Tools > Import Contacts**.

How much does it cost?

There's no charge to receive a text and it's 11.7p including VAT to send one unless you have a text allowance on your O2 Mobile Broadband package.

Sending messages when you're abroad is more expensive. See **o2international.co.uk** for more details.

Using O₂ Mobile Broadband abroad

You can use your O₂ Mobile Broadband in over 100 countries. But remember, roaming charges are outside your monthly allowance and it can get expensive. You can see the exact costs at **o2international.co.uk**

If you're a non-business customer, we've put a bar on your USB Modem which stops you using it abroad. This is to stop you getting any unexpected surprises on your bill. To lift it, call **0870 241 0202** or fill out the form on **o2.co.uk/mobilebroadbandroaming**

We can also give you information on the current charges and any Bolt Ons that might save you money.

Business customers can use their O₂ Mobile Broadband abroad straightaway.

If you'd like to add a data roaming Bolt On, fill out the form on **o2.co.uk/mobilebroadbandroaming** or call us on **0870 241 0202** (or **0800 977 7337** for Business customers).

Using your O₂ USB Modem as a memory stick

You can use your O₂ USB Modem as a memory stick if you put a microSD™ memory card in the modem.

You can buy memory cards from O₂ retail stores or the O₂ online shop. But High Capacity microSD™ (known as microSDHC™) won't work in your modem.

Tip: Don't put your microSD™ card in your O₂ USB Modem when the modem is already in your laptop.

To use the USB Modem as a memory stick:

1. Put the memory card into the modem.



2. Put the modem into your laptop.
3. Find the files from the relevant drive in File Manager.

To take the modem out:

On a PC: click the 'Safely Remove Hardware' icon in the Windows system tray.

On a Mac: click the eject icon.

Help

Your first bill

How do I check my bill?

If you're a business customer, you can see your bill at **o2.co.uk/business**. Sign in or register for **My O2 Account**, then choose **My Bill Analysis**.

If you're not a business customer, you can see your bill on **o2.co.uk**. Sign in with your username and password and choose **My O2**.

Why is my first bill more than I expected?

Once you've signed a contract, it takes us a few days to set up your bill. This means your first bill covers a slightly longer period than your other bills. So it will have a few extra days' charges on it (the time between you buying your Modem and us setting up your bill.)

Your second bill will be your usual amount.

What else will be added to my bill?

We'll add any Bolt Ons, like International Roaming plus any other charges for data you've used above your monthly allowance.

Will I be charged if I go over my data allowance?

Yes. We'll charge you if you go over your allowance on the O₂ network. Go to **o2.co.uk/mobilebroadband** for details.

To avoid any unexpected surprises, we recommend using Wi-Fi or your home broadband network to download large files.

Installation problems

If you're having problems installing O₂ Mobile Broadband, try one or more of these steps:

Check the sim card

Take out the sim card and wipe it with a dry cloth. When you put it back in the sim card tray, make sure the gold chip is facing up. The slanted corner should slide in first.

You can check the sim card works by trying it in an O₂ mobile phone. If it doesn't work in that either, call us on **0870 6003 009** and we'll replace it for you.

Eject the Modem

Sometimes the USB Modem may stop responding and the lights will stop flashing.

This might happen if you removed it during the installation process.

To eject the modem, go to **Start > Computer** (or **My Computer** on XP) and right click on the modem.

Click **Eject**. Remove the modem when you're prompted, wait a few seconds, then put the modem back in again.

If the light on the modem still isn't flashing then open O₂ Connection Manager:

Choose **Tools > Install the USB Modem** and follow the instructions on the screen.

Move the laptop

Move your laptop to a different place. Something might be interfering with the mobile signal, just as it can when you're using a mobile phone.

Re-install O₂ Connection Manager

Installing Connection Manager again can help if there were problems the first time around.

If you're using a Mac, follow the installation steps again on page 8.

If your using Windows uninstall Connection Manager first by clicking **Start > (All) Programs > O2 CM-CE > Connection Manager > Connection Manager > Uninstall** and follow the instructions.

Restart your computer. Re-install and try a different USB port on your computer, in case one port isn't working.

If you're still having problems setting up go to **o2.co.uk/help** or call us on **0870 241 0202** (or **0800 977 7337** for Business customers).

What can I do to improve the speed of my modem?

Use the Wi-Fi network wherever you can.

Check the signal strength. If the signal strength is low, your modem will be slower. Try using the USB cable or move your laptop to a different place in case something is interfering with the signal.

FAQs

Can I use my O₂ USB Modem in other laptops?

Yes you can. But you'll need to install Connection Manager before you use it. Your data allowance stays the same, no matter how many laptops you use.

You can only access The Cloud Wi-Fi network or BT Openzone from one laptop at a time. To change laptops, send a text from your Connection Manager with the word 'wifi' to **2121**. It's free to send this text. Wait for an hour, then register your new laptop.

How do I monitor my usage if I use my USB modem in more than one laptop?

Connection Manager counts how much data you use on each computer. To see how much data you've used in total, add together the amounts from all your computers.

What's the difference between O₂ Mobile Broadband and O₂ Home Broadband?

O₂ Mobile Broadband uses a portable modem, so you can use it when you're out and about.

You can only use O₂ Home Broadband in your home. It's faster than O₂ Mobile Broadband, so it's better for downloading large files like music or streaming videos.

Why isn't my email working?

You might need to change your settings to make some email services work on O₂ Mobile Broadband.

For more instructions, go to **o2.co.uk/help**

Taking care of your USB Modem

Your O₂ USB Modem is delicate, so be careful with it. Take it out of your laptop when you're not using it. And make sure you don't knock it when you are.

Store it carefully, and always put the cap back on to protect the metal tip.



Glossary

3G

3G stands for Third Generation. 3G connects you to the mobile data network and it's faster than a standard connection.

BT Openzone

BT Openzone run a Wi-Fi network. Our partnership with BT Openzone means you have access to unlimited Wi-Fi at most of their UK Wi-Fi hotspots.

The Cloud

The Cloud is the name of a company that runs a Wi-Fi network in Europe. Our partnership with The Cloud means you have access to unlimited Wi-Fi at all their UK Wi-Fi hotspots.

Data allowance

This is the amount of data you can download from the internet on the O₂ network. It includes all file downloads, emails & browsing.

GPRS / EDGE

These services connect you to the mobile data network. They are older and slower than 3G and HSDPA/HSUPA.

HSDPA / HSUPA

These two services connect you to the mobile data network and give you the fastest download/upload speeds.

Sim card

This is like the card in your mobile phone. It lets the USB Modem connect to the internet.

USB Modem

This is the O₂ Mobile Broadband 'stick' that plugs into your laptop. It's often called a 'dongle'.

Your O₂ Mobile Broadband number

Write down your O₂ Mobile Broadband number here.

You'll need it to buy more data and connect to Wi-Fi hotspots through The Cloud.
You'll also need it to call Customer Services.

Make a note of your **username**. You need this to sign in to the O₂ website to see your bill and account details.

Help

Go to **o2.co.uk** for more information.

Or call us on **0870 241 0202** (or **0800 977 7337** for Business customers).



o2.co.uk

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